

Patient Information



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Welcome

We would like to acknowledge and pay respect to the Gundungurra and Tharawal people as the traditional custodians of this place we now call the Wingecarribee Shire.

There is a strong association to the Wingecarribee, Wollondilly and Nattai rivers. These rivers are connected to culture, dreaming and song lines.

We pay our respects to their Elders past; present & emerging and extend that respect to other Aboriginal people visiting this hospital.



Welcome

The staff and doctors of Southern Highlands Private Hospital would like to extend a warm welcome to you and your family. Our aim is to provide you with the best possible hospital experience and to make your stay as pleasant as possible.

We recognise that admission to hospital and surgery can be a daunting experience.

It is a time when a lot of information is given verbally, so we are here for any questions or concerns you may have.

This booklet assists you in providing information relating to our hospital's facilities and services, and your admission and stay here. At Southern Highlands Private Hospital, we pride ourselves with providing the highest standard of care to patients.

All departments are staffed by experienced and skilled health care professionals. Southern Highlands Private Hospital is fully accredited to the National Standards for Safety and Quality in Healthcare. Patient health, safety and comfort are our main concerns and at Southern Highlands Private Hospital we continually monitor and evaluate our performance to achieve this outcome. You can see our results and outcomes benchmarked against industry standards on our website.

We would like to take this opportunity to thank you for choosing Southern Highlands Private Hospital and wish you all the best for a speedy recovery.

Executive Team

Southern Highlands Private Hospital

About Southern Highlands Private Hospital



About Southern Highlands Private Hospital

Southern Highlands Private Hospital opened in 1996 and is owned and operated by global hospital group, Ramsay Health Care. We cater for a broad range of health care needs from day surgery procedures through to highly complex surgery.

The 74 bed private hospital is co-located with Bowral and District Hospital: we are able to facilitate admissions from both emergency department and the wards at Bowral and District Hospital.

Our highly respected surgeons, physician and general practitioners work with our team of skilled nurses and allied health professionals to provide the highest standard of personalised care to all our patients. The team work together to ensure your needs are met prior to admission, whilst in hospital and following discharge.

Our hospital encompasses:

- DOSA (Day of Surgery Admission) Unit
- 4 Operating Theatres and 1 procedure room
- 73 bed Acute Medical/Surgical Ward (including Rehabilitation and Palliative Care)
- Day only Rehabilitation services
- SHPH Cancer Centre
- Day only Chemotherapy and Haematology services
- Consulting rooms
- Lymphoedema therapist

The hospital's specialties include:

- Bariatric Surgery
- Breast Surgery
- ENT Surgery
- Gastroenterology
- General and Laparoscopic Surgery
- Gynaecology surgery
- Ophthalmology
- Oral/Maxillofacial Surgery
- Orthopaedic Surgery specializing in joint replacements
- Paediatric (orthopaedic, general, oral and ENT) surgery
- Plastics/Reconstructive surgery
- Urology
- Vascular surgery
- Pain management including nerve blocks and radio frequency ablation
- Rehabilitation
- Neurosurgery

We are committed to meeting all your needs through quality healthcare and teamwork. This booklet provides details about your room, the hospital and services available. We encourage you to ask as many questions as you need to fully understand your care.

Values

The Ramsay values of "People Caring for People" recognises that we operate in an industry where "care" is not just a value statement, but a critical part of the way we must go about our daily operations in order to meet the expectations of our customers, our patients and our staff.

The Ramsay Way

- We are caring, progressive, enjoy our work and use a positive spirit to succeed.
- We take pride in our achievements and actively seek new ways of doing things better.
- We value integrity, credibility, and respect for the individual.
- We build constructive relationships to achieve positive outcomes for all.
- We believe that success comes through recognising and encouraging the value of people and teams.
- We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty.

Your Room



Your Room

The call bell

Your room's call bell system allows you to contact nursing staff 24 hours a day. A button is located on the white handset by your bed, which your nurse will place within your reach. Once the button is pressed, it will call intermittently until cancelled by your attending nurse. Additional buttons are located in the bathroom. Please don't hesitate to call staff to help you in any way.

Television & radio

Your room's in-house entertainment includes free-to-air television and a range of Foxtel Channels. The system is remote-controlled and located on your white handset. The speakers are located in the handset.

Bed adjustment

Beds are adjustable and can be repositioned using the up/down arrows located on the handset. In some cases, the bed's position is set by the nursing staff to facilitate your recovery.

If you feel uncomfortable, please press the call bell and staff will assist you.



Telephone

You may receive calls directly to your inpatient room or alternatively, calls can be received and transferred to you from our main switchboard 02 4862 9400. Please speak to your nurse to find out the direct number to your telephone in your room.

Meal Services



Meal Services

We understand how important your meals are to you during your stay. We strive to ensure the consistent delivery of high-quality food and food services to patients every day.

Our Diet Aide will visit you each day and take your meal order with our computerised meal ordering system. Our meals have been created to meet the specific needs of

patients in a healthcare environment and are therefore lower in fat and salt content which may affect the taste that you are used to. We have a Dietitian on staff to advise appropriate meals for patients with special dietary needs.

We offer menu options which are suitable for patients on a diabetic, low fat, low salt, puree or restricted diet as ordered by the dietitian, speech pathologist or your doctor. If you have special dietary needs, please advise our Diet Aides or your nurse.

Due to your medical condition you may be on a special diet. In some cases, your meal option may be changed as a result of changes in your health requirements. A suitable alternative will be chosen. Should you require further information regarding the type of diet you are on please discuss with the nurse caring for you or our Hotel Services Manager on 417.

Meal service times

Breakfast	7.30am – 8.00am
Morning Tea	10.00am – 10.30am
Lunch	12.30pm – 13.00pm
Afternoon Tea	14.45pm – 15.15pm
Dinner	18.00pm – 18.30pm
Supper	19.30pm – 20.00pm



Patient Services & Facilities



Patient Services & Facilities

Honey Seed Café

The cafe is located in the hospital foyer for patients and visitors, offering delicious

beverages, cakes, sandwiches, and hot snack options. Opening hours are:

Monday to Friday 6am to 2:30pm

Closed public holidays.

Patients can call 414 to place an order. Eftpos is available and the menu is located at the back of this compendium.

Bringing in food for patients

We understand that family and friends may like to bring in food for their loved ones, unfortunately Southern Highlands Private Hospital cannot accept responsibility for food that is prepared outside of the hospital and is brought in for patients by relatives and visitors. Our hospital has a legal obligation to comply with Food Safety Standards. Patients, relatives, and visitors are welcome to use storage and reheating facilities in the kitchenette of Waratah ward. Please inform the nursing staff about food you bring and clearly label this with the patient's name and the date the food was prepared.

Clergy and Religious Representation


If you would like a visit from a religious representative, please advise reception who will provide you with a local contact.

Housekeeping services

Your room will be cleaned daily. Please notify a member of the nursing staff if you have concerns about any aspect of the housekeeping service. Alternatively, you can contact the Hotel Services Manager on 417 during business hours.

Internet access

Wi-Fi is available to inpatients & visitors. Go to Wi-Fi in your Settings. Choose Wi-Fi@Ramsay. Your Internet Browser will automatically open, and you will be prompted with the 'Welcome to Ramsay Wi-Fi' page as below.


Ramsay
Health Care

Welcome to Ramsay WiFi

Getting started is simple, just select from one of the buttons below to access our free WiFi portal.

I AM A PATIENT

I AM A GUEST

I AM A HEALTH PRACTITIONER

Select the appropriate option - Patient or Guest.

The option that you select will display a second page where you can register for Wi-Fi as shown in the windows below.

Welcome to Ramsay WiFi

Your MRN (eg. AB12345678) *

First name *

Last name *

Your email address *

☐ I have read and understood the [Terms and Conditions](#) of using Ramsay WiFi.

☐ I would like to subscribe to HealthUp – Ramsay's one stop shop for all your health related information.

LOGIN

* Required field

If you are having issues connecting, please contact ward reception

Enter your details as required. N.B. Your MRN is created on admission and can be found on your wristband.

Review the Usage Policy and Terms and Conditions and tick the box to accept the terms of use.

Accepting the terms and conditions is necessary if you want to use the Wi-Fi facility.

Click on the LOGIN button to proceed to the internet.

Interpreter services

The Translating and Interpreter Service (TIS) is available and provides a free interpreting service for doctors and specialists. If you would like an interpreter at any stage of your hospitalisation, please speak with your doctor or nurse. Southern Highlands Private Hospital is happy to assist with these arrangements. Please be aware, there are a small number of exceptions to the provision of free services. Compensation case patients, non-permanent residents and services not booked under the doctor are not eligible for free services. In these cases, charges apply. We do also have some staff who speak different languages and may be available to provide assistance with non-medical translation. Please request from the nurse caring for you.

Pathology & Radiology

Southern Highlands Private Hospital has access to pathology and radiology services, which also provide 24 hour cover to hospital inpatients in the event of emergencies after hours. They also provide outpatient services. If you have a pathology or radiology service performed whilst you are in hospital, a separate account may be sent to you which can be claimed from Medicare and your health fund.

Pharmacy

Ramsay Pharmacy Services provide on-site pharmaceutical services to our patients. Pharmacists will attend frequent rounds of each ward daily. They will dispense medications as requested by your Specialist and explain new medications to you. Some medications are additional to your hospital charges. If applicable, these will be added to your hospital account and payable on discharge. You will need to collect and pay for your discharge medications prior to leaving the hospital.

Physiotherapy and Occupational Therapy

Southern Highlands Private Hospital provides comprehensive physiotherapy and occupational therapy services to patients, including assessment and treatment to hospital inpatients and day rehabilitation patients, facilitating equipment and home visits as needed.

Physiotherapy and Occupational therapy is often a routine part of certain procedures or may be ordered by your treating doctor. Patients identified as high risk for falls or pressure injuries will be automatically referred to the Allied Health team for ongoing management.

Reception hours

Monday to Friday 6.30am – 6:30pm

Saturday to Sunday 8am – 11am

After hours all enquiries will be diverted to Waratah Ward for assistance.

Allied Health

Southern Highlands Private Hospital has a multidisciplinary Allied Health Team available for both inpatients and day patients as required. Our Allied Health team includes:

- Social Workers
- Discharge Planner
- Dietitian
- Speech Pathology
- Psychology
- Exercise physiologists



Internal phone directory extensions

Medical/Surgical **Ext**

Waratah North Ward	420
Waratah Ward	428
Oncology Centre	470
Day Surgery Reception	450

Non-Medical/Managers **Ext**

Café	414
Main Reception	9 / 4862 9420
Hotel Services Manager	417
Waratah Team Leader	430
Waratah Ward Manager	543
Day Surgery Manager	447
PA to Director Executive Team	407
Oncology Centre Manager	472
Discharge Planner	544
Infection Control Co-Ordinator	545
After Hours Hospital Manager	0407 219 401



Important Information For All Patients



Important Information For All Patients

Your nursing care

During your stay nurses will be allocated to care for you 24 hours a day. These nurses may comprise a team of Registered Nurses, Enrolled Nurses, Assistant in Nursing and sometimes students and trainees.

We understand the importance of continuity of care and try to allocate the same nurse each day, however sometimes this may not be possible.

The Ramsay Rule

The Ramsay Rule is about keeping our patients safe.

The Ramsay Rule is a three-step process where you or your family or carer can escalate their concerns and call for rapid assistance when they believe that something is 'not right' with your clinical condition.

Initially concerns are raised with the nursing staff and the Nurse in Charge of the ward. If you or your family are still concerned about your clinical condition, the final step is to ring a dedicated hospital phone number which alerts a senior clinical staff member. This call initiates a timely clinical review by an experienced clinician.

In addition, the objective of the program is also to acknowledge you and your family's concerns and take appropriate action. (Step by step instructions can be found on page 18.)

Partnering with consumers

As a patient you will notice that the staff will include you and your family / carers in your treatment by seeking information from you and giving information to you to ensure that we are providing the right treatment to the right patient and regularly monitoring your care.

Patient Centered Care (PCC) is an important part of your care. It is a broad term used to describe healthcare that is respectful of and responsive to the preferences, needs and values of you, as patients and consumers. PCC is an important measure of healthcare safety and quality.

PCC is more than customer service, in that it involves actively consulting, collaborating, and partnering with patients, carers and families to not only improve your perceptions and experience.

of healthcare, but to also support your healthcare rights and responsibilities, improve your health literacy and the quality and safety of the wider system of healthcare.

We may at times seek input from patients regarding patient information publications, new processes, or equipment to ensure that they are either easy to understand and informative, or what patients are needing in hospital.

Preventing & controlling healthcare associated infections

Strategies and education are in place to dramatically reduce your risk of acquiring an infection from your hospital stay. The nursing staff will provide education to you regarding your role in participating in our infection control program. Please ask should you have any questions.

Hand Hygiene

Hand hygiene is the single most important factor in reducing hospital acquired infections. Everyone plays an important role in stopping the spread of infection by ensuring they regularly sanitise their hands. Please ask your visitors to sanitise their hands on entering and exiting your room. All staff should also always perform hand hygiene in front of you. Please feel free to remind staff if you are concerned this has not been done. Alcohol hand rub is available in every room and throughout the hospital.



Clinical handover

As part of the management of your progress it is important that all members of the healthcare team communicate to you about your treatment and care effectively. There may be many situations where you will hear staff talking about you or your care. These discussions will generally take place with you in attendance. If you hear information that is incorrect or that you don't understand we encourage you to speak up to staff to explain or repeat the information. Within the rooms there is a white board which will be used by the staff who will be looking after you to write their names and any other significant information including goals for the day.

Medications

Please inform nursing staff about any medication you are currently taking, including any herbal or complementary medications.

For safety reasons these will be securely locked in your bedside cabinet and made available for use during your stay with us. For your safety, the nursing staff will administer ALL your medications whilst you are in the hospital from their original labelled pharmacy containers. Legally we are unable to use any alternative containers, such as webster packs and dosette boxes as we may be unable to identify the medications. We suggest these be left at home. If, however, you believe an error has been made in regard to your medications please speak up and talk to the nurse caring for you.

Additionally, it is likely that you will be prescribed extra medication whilst in hospital. Should you have any questions or concerns please discuss these with a staff member or request to speak to a Pharmacist.

Medication Safety

Our staff that administer medications are qualified to do so and are assessed regularly to ensure they remain competent. We utilise systems that ensure that we match you to your intended treatment. Each time the nurses administer medication to you they will ask you to identify yourself, or check your identification band, and ask you about any allergies that you may have. Any medication errors that may occur are reported, thoroughly investigated, and analysed to learn from them.

Patient identification

We are committed to the delivery of safe patient care by adopting the Australian Commission for Safety and Quality in Health Care's National Specification for patient identification. The hospital has developed and implemented an organisation wide system for patient identification using key identifiers and questions to correctly identify you and match your procedure. These include:

- What is your name?
- When were you born?
- Why are you here?

ARE YOU WORRIED?

RAISE **the** **Ramsay** **Rule**



WHAT TO DO:

- 1.** Speak to your nurse about your concerns.
- 2.** If you are not happy with their response, you can ask to speak with the nurse in charge.
- 3.** If you remain concerned you can **RAISE the Ramsay Rule** by calling
0407 219 401

The Ramsay Rule is one of the ways Ramsay is working hard to protect our patients' safety.



Scan the QR code for more info on how to **RAISE the Ramsay Rule.**



Pressure injury prevention

A pressure injury (also known as a pressure sore or bed sore) is an area of skin that has been damaged due to prolonged or unrelieved pressure. Pressure injuries may look minor, such as redness on the skin, but they can hide more damage under the

skin surface.

Pressure injuries usually occur over bony areas – especially heels, buttocks, and toes. Anyone confined to bed or a chair, who is unable to move, has loss

of sensation, loss of bowel or bladder control, poor nutrition or is unwell is at risk of developing a pressure injury.

The best thing that can be done is relieve the pressure by keeping active, and changing your position frequently, whether you are lying in bed or sitting in a chair.

If you are unable to move yourself, the staff will help to change your position regularly. Special equipment such as air mattresses, cushions and gel packs may

be used to reduce the pressure in particular places following assessment. If you are at an increased risk, your staff will develop an individualised care plan with you. Staff will also inspect your skin daily to identify if a pressure injury is developing. Tell staff if you have any tenderness or soreness over a bony area or if you notice any reddened, blistered or broken skin.

Keeping your skin and bedding dry helps to keep the skin in good condition. It is important to let staff know if your clothes or bedding are damp. Avoid massaging your skin over bony parts of the body. Use a mild soap and moisturise dry skin.

If you are at high risk of a pressure injury, the Dietitian and Occupational Therapist will meet with you to discuss strategies to reduce your risk.

For more information, speak with the nursing staff caring for you, or ask for a patient information pamphlet.

Falls prevention

It's surprisingly easy to fall or slip whilst having treatment. Medication or fatigue may affect your balance, or you may not be as fit or as steady on your feet as you normally are. That's why we ask you to take particular care when standing or moving about because your safety and well-being are important to us. On admission we will assess your risk of having a fall and will implement strategies to reduce your risk of falling. The following describes a few ways you can reduce the risk of a fall.

Medication

Pain-relieving drugs or other medication can make you feel dizzy, as can changes to your medication. Always take special care when walking or getting to your feet.

Unfamiliar surroundings

Make sure you know the layout of your room and where the furniture is. Take particular care if moving around at night and ensure you have the lights on.

Flooring

Tiled floors, lino or other hard surfaces can be slippery, particularly if wet or when you are wearing certain kinds of footwear. Check the floors in your area and avoid using talcum powder whenever possible.

Your condition

Ask your doctor or nursing staff to fully explain your condition so you know if you should ask for help with standing or walking. Your physiotherapist can also give you advice with balance or mobility.

Visiting the bathroom

You may need to use the toilet unexpectedly or more often than usual whilst having treatment. If you need help or think you may need to visit the toilet more frequently, please ask the nurses, they are here to help you feel as comfortable as possible.

Clothing

Loose or full-length clothing like pyjamas or dressing gowns can cause you to trip and fall at home. Make sure these are the right length for you.

Footwear

Check that your slippers or other footwear fit securely.

Our Falls Management Program aims to minimise falls. If falls do occur, the frequency and severity of injuries from falls is decreased.

If you are identified as a high falls risk, the physiotherapy team will undertake an assessment and identify what mobility aids and assistance level will be the safest for you.



Why would I need a blood or blood product transfusion?

Some patients may need a single or emergency transfusion after major surgery, childbirth or a major accident/illness.

Potential risks

Although Australia's blood supply is safe; blood and blood component transfusions are not risk free. Complications can occur, as with all medical procedures. Severe reactions to blood transfusions are very uncommon.

Is there anything I need to do during the transfusion?

- During the transfusion you will be closely observed.
- Your physiological observations and general condition will be monitored by the nurse caring for you.
- Report to the nurse as soon as possible if you notice any chills, fever, problems with breathing, rash, if you are worried or feeling unwell in any way during the transfusion.
- Before any procedure is carried out, you will be asked to give your permission or consent. You should make sure you understand the reasons, risks, and benefits when you are asked to give consent for a transfusion.

In some cases, alternatives to blood product transfusion may be suitable. Ask your doctor if this may be so in your case.

Should you wish to read further about blood product transfusions please ask the staff caring for you for an information booklet entitled "Blood and Blood Component Transfusions".

If you have objections to blood transfusions, it is extremely important to discuss this with your doctor.

Patient Manual Handling System (PMHS)

We aim to optimise patient quality care as part of our ongoing quality improvement process. We have implemented patient handling work practices for staff that eliminates lifting of a patient's full body weight when handling, transferring and mobilising our patients. Your nurse will assess you in relation to your ability to move yourself in bed, sit up, stand and walk. The nurses will encourage you to be as independent as possible. If you need assistance the staff may use equipment or aides that will facilitate your movement, making it more comfortable and safer for you, whilst reducing the risk of injury to staff assisting.

Electrical safety

All electrical equipment, including laptop computers, electric shavers, hair dryers, radio/stereos, and clocks, have the potential to affect our electrical network. Please consult with ward staff to have your electrical items checked prior to use in the hospital.

Medical records

A medical record will be kept of your admission and treatment. This will be confidential with access being limited only to the healthcare professionals directly involved in your treatment. This record will remain the property of the hospital. The contents of your medical record will be divulged only with your written consent, or where required by the law. You may request to review your medical record at any time. Please contact the Nurse Unit Manager to organise this.

Medical staff

The doctor, Visiting Medical Officer (VMO) who admits you is responsible for your medical care whilst you are a patient in Southern Highlands Private Hospital. Each doctor will have a different time of the day that they will visit the hospital.

Career Medical Officer

The hospital provides an onsite Career Medical Officer (CMO) coverage Monday to Friday 7:30am-10pm and Saturday 8am-2pm. The CMO will liaise with your VMO regarding care whilst you are in hospital. On call 24-hour, 7 day a week medical coverage is available during your stay.

We have a system in place to flag changes in your condition. If you or your visitors are concerned about your condition, we ask that you inform your nurse immediately. They will assess you and inform the senior nurse or medical officer of your condition as necessary.

Students in training

We provide clinical placement for several local universities: we are involved in the training of medical, nursing and other health care students. We hope you appreciate the importance of their training. However, if at any time you do not wish to be seen by students, please let the Nurse Unit Manager or nurse caring for you know.

Stop the clot

As you may be restricted to bed or have limited mobility, you are at risk of complications of blood clots. The nursing team will assess you daily and your doctor will decide your treatment. To reduce the risk of clots you are encouraged to keep your fluids up and get moving as soon as possible - remember to do gentle exercises for your feet and legs while you are in bed.

Your doctor may prescribe some or all of the following:

- Mechanical devices such as graduated compression stockings - these are elastic stockings over the calf of your leg and should be worn until fully mobile, or intermittent pneumatic compression - which involves a garment around the leg that is regularly inflated and deflated to squeeze the leg.
- Anti-clotting medicines work by reducing the blood's tendency to clot. They can also increase the risk of bleeding so your doctor will aim to get the dose right for you.

Security

Surveillance cameras are positioned in common areas within the hospital providing 24-hour security as well as regular patrolling security guards evenings and overnight.

Smoke-free environment

In accordance with the Department of Health Policy, smoking is not permitted at Southern Highlands Private Hospital. It is recommended that you do not smoke before and after your procedure.

Staff identification

All staff wear name badges as a means of identification and internal security. The badge shows the staff member's name and position. Additionally, our staff wear different uniforms depending on their role within the hospital.

Valuables

We strongly recommend that you do not bring any valuables to hospital. Southern Highlands Private Hospital does not accept responsibility for patient's valuables. A small safe is available in each room, however valuables remain your responsibility.

Should you wish to view our latest safety and quality data please head to our website www.southernhighlandsprivate.com.au and view information under the clinical quality & safety tab.



Preparing to Leave Hospital



Preparing to Leave Hospital

Discharge time

The discharge time is 10.00am.

Please arrange your transport home by 10.00am.

Important information on discharge day

Before you leave hospital, please make sure you have the following:

- a discharge letter
- all personal belongings
- all personal x-rays
- all current medications
- follow-up appointment requirements

As you leave, please see staff at the Nurses Station on your ward to ensure you have completed the discharge process and ensure you check with main reception to settle any remaining accounts.

Discharge planning services

Please consider who will be taking you home on discharge and confirm your plans with your nurse. Any discharge services that may be required such as rehabilitation will be confirmed with you if this has been arranged by the Hospital. Please confirm with your nurse if you are uncertain.

A discharge planner is available to assist with your discharge needs. They will coordinate all aspects of the discharge planning process including referrals.

You may receive a follow up phone call after discharge from the staff to discuss your progress at home.

Information for Your Visitors



Information for Your Visitors

Visiting Hours

Your visitors are welcome at Southern Highlands Private Hospital during visiting hours. Please respect the rest period scheduled to ensure the optimal recuperation for you and other patients. Our general hours for visiting are listed below,

Morning:	10.00am – 1.00pm
Rest Period:	1.00pm – 3.00pm
Afternoon / Evening:	3.00pm – 8.00pm

To help your recovery, it is a good idea to nominate a close relative/friend to coordinate your visitors in the first few days following major surgery. At this time your care is usually more intensive, and your rest and recuperation must take priority.

Visitors who are unwell should not visit the hospital. This includes flu like symptoms, diarrhea, and fever.

Parking

Free onsite parking is available for visitors. The carpark is located at the front of the hospital on Bowral Street. A drop off and pickup area is also located on Bowral Street out the front of Reception under the alcove.

Offsite street parking is also available on streets surrounding the hospital, please be aware signage.

Public transport

Southern Highlands Private Hospital's nearest train station is Bowral station. From the station the hospital is about a 15–20 minute walk. The closest bus stop is on Bowral Street, approximately a 5-minute walk away.

Accommodation for relatives and friends

Southern Highlands Private Hospital is unable to accommodate relatives or friends on-site. Parents are welcome to be with their child during admission to hospital and one parent can be accommodated overnight with their child.

Children who are not patients must always be under the direct supervision of a responsible adult. The responsible adult must not be a patient of the hospital.

Ten Tips For Better Health



Ten Tips for Better Health

Australia has one of the best health care systems in the world. This means when you visit a health care service you can expect the highest standards of health care available.

With your help, systems in health care can continue to be improved so that problems are less likely to occur.

No single person or group can improve health care systems on their own. Improving safety in health care is not only the business of doctors, nurses or other health care professionals. Everyone has a part to play - especially you, the patient receiving care.

Be actively involved in your own health care

- Taking part in decisions about your treatment is the single most important way to help prevent things from going wrong and to ensure the best possible care for yourself.

Speak up if you have any questions or concerns

- You have the right to ask questions and to expect answers you understand, however, your health care professional can only answer your questions if you ask them. You have the right to ask for another professional opinion. A family member, carer or interpreter can be present if this will help you.

You may wish to say:

- I'm not sure I understand what you said
- I'm worried that...
- Could you please explain that to me again?
- Can I come back with my family to talk about this again?

Learn more about your condition or treatments by asking your doctor, nurse or other health care professional and by using other reliable sources of information

You may wish to ask:

- Can you please tell me more about my condition?
- What can I do to help myself? When should I come back to see you?

Make sure you understand the medicines that you are taking

- Make sure the medicine you have been given is exactly what your doctor ordered for you. If you are starting on a new medication or told to stop taking your medication, be sure you understand what side effects may occur and if or when to restart.

You may wish to ask:

- What do the directions on the label mean?
- Do you have any written information about this medicine?
- How much should I take, and when is the best time to take it?
- What are the common side effects?

- What should I look out for?
- How long before it starts to work?
- Will this medicine interact with the other medicines that I am taking?
- Are there any foods or other things that I should avoid while I'm on this medicine?
- How long do I need to take this medicine?
- Do I restart taking the medication and when?

Make sure you get the results of any test or investigation

- If you don't get your results when expected, don't assume that everything is automatically alright. Call your doctor to find out your results and ask what they mean for your care.

Make sure you, your doctor and your surgeon all agree on what course of action will be taken during your operation

- Although carrying out the wrong operation or on the wrong side is extremely rare, even once is too often. Examples include operating on the left knee rather than the right knee, or removal of the appendix instead of the gall bladder. Ensure you confirm the operation details with the surgical team, just prior to the operation.

Before you leave hospital, ask your doctor or another health care professional to explain your future treatment plan

- When people are discharged from hospital, doctors can sometimes think their patients understand more than they really do about their continuing treatment and follow-up.

You may wish to ask:

- Who will be following up on my care and when do I need to see them?
- How long will I be taking this medicine?
- Will I require physiotherapy or other rehabilitation services?
- When can I return to work?
- When can I play sport?
- When can I drive?
- Will I be given a written summary of my care to give to my doctor?
- Remember to visit your doctor after you are discharged.

In hospital you can expect your health care professional to:

- Actively involve you in your own health care
- Set aside time to allow you to talk about your concerns
- Provide information for you in a language and format that is easy to understand
- Complete a medication history that takes into account over-the-counter medicines, herbs, vitamins, alcohol and recreational drugs that you use

- Provide verbal and written information about medicines in plain language
- Make sure that you get the results of your tests and investigations
- Provide you with complete information about your treatment if you are to have surgery or a procedure
- Make sure you know exactly what is going to happen to you in surgery and that you have consented in full
- Discuss discharge planning. Start planning as early as practical, if possible, before the time of hospital admission

Where can you go for more information?

A good place to start finding information about your condition is the Health Insite website www.healthinsite.gov.au. Your local library may help you with access to the internet.

You may also like to contact a support group for people with similar conditions.

The FREE [10 Tips Booklet](#) is available at the Australian Council for Safety & Quality in Health Care website www.safetyandquality.org.



Policies

Privacy policy

Ramsay Health Care Australia (Ramsay) is bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) and other relevant laws about how private health service providers handle personal information (including but not limited to patient health information).

We are committed to complying with all applicable privacy laws which govern how Ramsay collects, uses, discloses, and stores your personal information.

This Privacy Statement sets out in brief how Ramsay will handle your personal information.

For further information or to receive a copy of our full Privacy Policy, please ask a staff

member visit our website: www.ramsayhealth.com or telephone the Hospital and ask to speak with our Privacy Officer. You can also write to our Privacy Officer to request more information.

In respect of Patients, Ramsay will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, Ramsay may collect, use, or disclose personal information:

- For use by a multidisciplinary treating team;
- Assessment for provision of health care services;
- To liaise with health professionals, Medicare or your health fund;
- In an emergency where your life is at risk and you cannot consent;
- To manage our hospitals, including for processes relating to risk management, safety and security activities and quality assurance and accreditation activities;
- For the education of health care workers or the placement of students or trainees at Ramsay facilities;
- To maintain medical records as required under our policies and by law; or
- For other purposes required or permitted by law.

In respect of other individuals, Ramsay will collect your personal information in order to engage with you in your dealings with Ramsay and for other related purposes. Personal information may be shared between Ramsay facilities to coordinate your care. We also outsource some of our services. This may involve us sharing your personal information with third parties. For example, we outsource the conduct of our patient satisfaction surveys to a contractor who may write to you seeking feedback about your experience with Ramsay.

We may outsource information and data storage services (including archiving of medical records), which may involve storing that information outside of Australia. Where we outsource our services, we take reasonable steps in the circumstances to ensure that

third parties, including organisations outside of Australia, have obligations under their contracts with Ramsay to comply with all laws relating to the privacy (including security) and confidentiality of your personal information.

Ramsay will usually collect your personal information directly from you, but sometimes may need to collect it from a third party. We will only do this if you have consented or where it is not reasonable or practical for us to collect this information directly from you (for example, in relation to a patient, your life is at risk, and we need to provide emergency treatment).

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented;
- For patients, the use or disclosure is for a purpose directly related to providing you with health care and you would reasonably expect us to use or disclose your personal information in this way;
- For other individuals, the use or disclosure is for a purpose related to providing you with services and you would reasonably expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal information to other organisations or persons; or
- We are permitted or required to do so by law.

You have the right to access your personal information that we hold about you (for patients, this includes health information contained in your health record). You can also request an amendment to personal information that we hold about you should you believe that it contains inaccurate information.



Compliments, concerns & complaints

We welcome compliments and feedback relating to your stay with us. This enables us to evaluate and improve our services to our patients. Feedback can be anonymous, however if you wish to write a specific and signed letter, your points will be acknowledged and dealt with appropriately.

If you are concerned about your care or the hospital services, we encourage you to speak to the Nurse Unit Manager on the Ward, the Director Clinical Services or the Chief Executive Officer during the day and the Hospital After Hours Manager out of hours. It is important that you endeavour to resolve any matter with the hospital.

Whilst an inpatient, please be assured that:

- we want to resolve your concerns to your satisfaction
- you can expect any complaint to be dealt with quickly and confidentially
- your complaint will not adversely affect the treatment / service you receive

Should you feel that the matter requires independent hearing, feel free to write to:

The Director General
NSW Ministry of Health
73 Miller Street
North Sydney NSW 2060

or

The Commissioner
Health Care Complaints Commission
Level 13, 323 Castlereagh Street
SYDNEY NSW 2000





Australian Government

Private Patients' Hospital Charter

Your rights and responsibilities as a private patient
in a public or private hospital

As a private patient you have the right to choose your own doctor, and decide whether you will go to a public or a private hospital that your doctor attends. You may also have more choice as to when you are admitted to hospital. Even if you have private health insurance you can choose to be treated as a public patient in a public hospital, at no charge, by a doctor appointed by the hospital.

- Information about your treatment - Your doctor should give you a clear explanation of your diagnosis, your treatment (and any associated risks), the associated cost, and other treatment options available. Except for in an emergency where it is not possible, they should obtain your consent prior to any treatment.
- Informed Financial Consent - Your doctor and other health service providers should provide you with information about the costs of your proposed treatment, including any likely out-of-pocket expenses, and obtain your agreement to the likely costs in writing before proceeding with the treatment.
- Other medical opinions - You can ask for referrals for other medical opinions (there may be additional costs associated with doing this that may not be covered by Medicare or your private health insurance).
- Visitors - The hospital you are going to can provide information about visiting arrangements for your family and friends while you are in hospital including family access (and who is considered family), arrangements for the parents or guardians if the patient is a child, and when your friends can visit you.
- Seek advice about costs - As a patient with private health insurance, all your hospital treatment and medical bills may be covered by your insurance, or you may have to pay some out-of-pocket expenses (gaps). In some cases you may also have to pay an 'excess' or co-payment. Before you go to hospital, ask your private health insurer, doctor(s) and hospital about the expected costs of your treatment, including possible costs for surgically implanted medical devices and prostheses. (See overleaf for some suggested questions to ask about costs).
- Confidentiality and access to your medical records - Your personal details will be kept strictly confidential. However, there may be times when information about you needs to be provided to another health worker to assist in your care if this is required or authorised by law. You will need to sign a form to agree to your health insurer having access to certain information to allow payments to be made for your treatment. Under the Freedom of Information legislation you are entitled to see and obtain a copy of your medical records kept in a public hospital. Under the National Privacy Principles you also have a general right to access personal information collected about you by the private sector.
- Treatment with respect and dignity - While in hospital you can expect to be treated with courtesy and have your ethnic, cultural and religious practices and beliefs respected. You should also be polite to your health care workers and other patients and treat them with courtesy and respect.
- Care and support from nurses and allied health professionals - Nurses and allied health professionals provide vital care and support and are an important part of your treatment in hospital. Staff who attend you should always identify themselves and you should feel confident to discuss any issues in relation to your treatment or hospital experience with your health care workers.
- Participate in decisions about your care - Before you leave hospital you should be consulted about the continuing care that you may need after you leave hospital. This includes receiving information about any medical care, medication, home nursing or other community services you may need after you go home.

- Comments or complaints - If you are concerned about any aspect of your hospital treatment you should initially raise this with the staff caring for you or the hospital. If you are not satisfied with the way the hospital has dealt with your concerns, each State and Territory has an independent organisation that deals with complaints about health services and practitioners. If your query or complaint relates to private health insurance, you should first talk to your health insurer. If your concerns remain unresolved you can contact the Private Health Insurance Ombudsman on 1800 640 695 (freecall).
- Provide accurate information - To help doctors/specialists and hospital staff provide you with appropriate care you will need to provide information such as family and medical history, allergies, physical or psychological conditions affecting you, and any other treatment you are receiving or medication you are taking (even if not prescribed by your doctor).
- Long-stay patients - If you are in hospital for a long period of time you may become a nursing home type patient. Talk to your hospital or health insurer about the arrangements for long-stay patients.

Find out about any potential costs before you go to hospital

Ask your treating doctor or specialist:

- for confirmation in writing of how much their fee will be and how much is likely to be covered under Medicare or your private health insurance.
- whether they participate in your health insurer's gap cover arrangements and if you are likely to have to pay a gap, how much it will be.
- which other doctors and medical staff will be involved in your treatment and how you can get information about their fees and whether they will be covered by your private health insurance.
- for an estimate of any other costs associated with your medical treatment that may not be covered by Medicare or your private health insurance (e.g. pharmaceuticals, diagnostic tests).
- whether you are having a surgically implanted device or prosthesis and if you will have to contribute towards the cost for this.

Ask your health insurer:

- whether the treatment you are having is covered by your private health insurance and if there are any exclusions or waiting periods that currently apply to this treatment under your policy. If you are having a baby, talk to your health insurer as early as possible in your pregnancy to find out what rules apply to obstetrics and newborn babies.
- whether you have to pay an excess or co-payment, and, if so, how much this will be.
- about the level of hospital accommodation covered by your policy (some policies only cover being a private patient in a public hospital).
- whether your insurer has an agreement with the hospital you are going to be treated in.
- whether you will need to pay extra for surgically implanted devices or prostheses.
- if any gap cover arrangements are in place that may apply to you.

Ask your hospital:

- whether the hospital has an agreement with your private health insurer.
- whether you will have to pay anything for your hospital accommodation out of your own pocket.
- whether you will have to pay any additional hospital charges which are not covered by your private health insurance (e.g. TV hire, telephone calls).

My healthcare rights

This is the **Australian Charter of Healthcare Rights.**

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



Why do we keep asking who you are?



It is very important that we confirm you are the right person and that you receive the right care, treatment and results.

At Ramsay Health Care facilities many people are involved in your care.

It is vital that your safety and confidentiality is maintained e.g. when you receive test results.

Do not be worried if from time to time staff ask for your:

- Name
- Date of birth
- Address
- Reason for your visit
- What test you are expecting to have

Staff might ask when you are:

- Making and/or attending an appointment
- Entering the hospital/healthcare setting
- Receiving medication or treatment
- At times of staff shift changes (handover)
- Having a procedure e.g. X-ray or blood test
- Being visited or contacted in your home



Identification

it's your right to a healthier life

Ramsay Health Care staff must ask you the question, we cannot assume based on appearance.

Are you of Aboriginal and / or Torres Strait Islander origin?

- ✓ Receive culturally appropriate care and support
- ✓ Receive the right health care and services
- ✓ Health Service staff must ask you the question
- ✓ Ramsay Health Care are here to help with your health care journey



Australian Government
Department of Home Affairs



TRANSLATING
AND
INTERPRETING
SERVICE

When you need an interpreter, phone 131 450



Arabic

عندما تحتاجون إلى مترجم، إتصلوا
على الرقم 131 450

Chinese

当您需傳譯員時，請撥電話
131 450

Dari

وقتی به ترجمان ضرورت دارید، به
131 450 تېلفون کنيد.

Farsi (alt Persian)

وقتی که به مترجم شفاهی نیاز دارید،
به شماره 131 450 تلفن کنید

Greek

Όταν χρειάζεστε διερμηνέα,
καλέστε το 131 450

Hazaragi

وختیکه شموده یگو ترجمون نیازدرین ده
شماره 131 450 زنگ زده شونه

Italian

Quando hai bisogno di un
interprete, telefona al 131 450

Japanese

通訳が必要な場合は、
131 450 に電話して
ください

Karen

နမ့်လိာ်ဘၣ်ပုၤကျိးထံတၢ်ဖိန့ၣ်၊
ဆဲးကျိးလိာ်စိစိ 131 450 တက့ၢ်

Korean

통역사가 필요하시면 131
450 번으로 전화하세요

Nepali

दोभाषे चाहिँदा, 131 450 मा फो
न गर्नहोस्

Pashto

کوم وخت چی تاسو ژباړونکي ته اړتیا
لری، 131 450 شمیری ته زنگ ووهی

Russian

Когда вам потребуется
переводчик, позвоните по
номеру 131 450

Serbian

Када вам треба преводилац,
јавите се на 131 450

Somali

Markaad u baahato
turjumaan, ka wac 131 450

Spanish

Cuando necesite un
intérprete, llame al 131 450.

Tamil

உங்களுக்கு ஒரு உரைபெயர்ப்பாளர்
தேவைப்படும் போது, 131 450
என்ற இலக்கத்திற்கு அழையுங்கள்

Thai

เมื่อใดที่คุณต้องการล่าม
โปรดโทรไปที่ 131 450

Turkish

Bir tercümana ihtiyacınız olduğunda,
131 450 numaralı telefonu arayın

Vietnamese

Khi cần thông dịch viên, xin quý
vị gọi điện thoại số 131 450

www.tisnational.gov.au

24 HOURS A DAY, EVERY DAY OF THE YEAR



JUST THINK • COULD IT
• BE SEPSIS?



**SEPSIS ONSET CAN BE RAPID.
IT'S CRUCIAL TO ACT QUICKLY.**

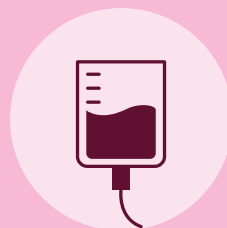
**LIFE-SAVING
INTERVENTIONS INCLUDE:**



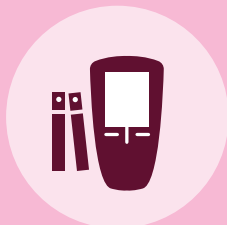
**Taking blood
cultures**



**Administering
intravenous antibiotics**



**Commencing fluid
resuscitation**



**Taking
a lactate**



**Escalating to
a senior clinical
decision maker**



**Monitoring patients
closely for signs of
further deterioration**

Notes

A series of horizontal dotted lines for writing notes.

Southern Highlands Private Hospital staff are committed to
providing compassionate, professional
& high standard health care



**Southern Highlands
Private Hospital**

Part of Ramsay Health Care

93-95 Bowral Street

Bowral NSW 2576

Ph: 02 4862 9400

Fax: 02 4862 9401

southernhighlandsprivate.com.au

People caring for people.